

Role and Organisational Profile

Position:	Supporter Care and Teams Administrator (6 month contract)
Date:	April 2021
Salary:	£22,500-25,000 pa (dependant on experience)
Start date:	ASAP
Contract type:	This is a temporary full-time 6 month fixed contract role, with the possibility of being extended. The role holder will work remotely from home for the time being with occasional Covid-safe face-to-face meetings in central London. OCA has just moved out of our office space and the team are working from home very effectively. We will be reviewing our working conditions over 2021 which may require the role holder to work in a London-based office. There may be occasional work outside regular office hours at charity events (with time off in return).

About Ovarian Cancer Action

Action. One third of our name and 100% of what we're about.

One woman dies in the UK from ovarian cancer every two hours. Although five-year survival rates for ovarian cancer are improving, other cancers, such as breast cancer, had better survival rates two generations ago than ovarian cancer does today. We're here to change all that. And we're following two routes to achieve that change: awareness raising and scientific research.

Raising awareness for the quickest impact

We're campaigning to increase awareness and improve understanding of symptoms among the public and GPs. The symptoms of ovarian cancer can easily be attributed to other, less serious conditions such as IBS, or even to the menopause, but the sooner ovarian cancer is diagnosed the better the chance of survival. So education is vital. And we know it's where we can make the quickest impact.

Funding research for the biggest impact

The biggest impact we can make comes from our main area of focus: scientific research. Over the last fifteen years, our efforts to fund and facilitate the very best ovarian cancer research have achieved dramatic results. But, of course, there's more work to be done. We're now committed to funding the next generation of research and to accelerating progress in three main areas: preventing the disease, diagnosing it early, and developing effective, personalised treatments. We believe this approach will help more women survive ovarian cancer than ever before.

About the role

We're looking for an excellent administrator and relationship-builder to temporarily join our team as a Supporter Care and Teams Administrator. A key deliverable of this role will be to provide excellent administrative and project support to the Fundraising Team, whilst ensuring that each of our supporters and others who are in contact with us receive an excellent level of supporter and customer care. In addition, you will provide administrative support across the organisation on a project basis as well as in other administrative capacities.

You will be a detail-orientated team-player, with experience of working in a busy fundraising team or charity environment, focused on building relationships with supporters to maximise their engagement and therefore, our impact. This role provides an opportunity to gain valuable knowledge and experience across multiple supporter streams as well as charity processes and procedures in general. Your previous experience will enable you to quickly understand OCA's operational and supporter care processes and to provide excellent administrative support. Our Team is driven by our focus on the expert delivery of meaningful and impactful charitable activities, fundraising products, communication

streams and strong relationship-building skills that enable us to deliver on our core charity objectives each year, because we believe women with ovarian cancer deserve better.

This role will play a key part in ensuring that each and every one of our supporters feels appreciated and receives a high-level of support as well as supporting the internal team to deliver to their maximum potential.

Benefits:

- 25 days annual holiday leave (pro rata)
- Flexible mix of office and remote working (although currently, we're permanently working from home).
- 24 hour confidential and free Employee Assistance Program to support you with both personal and work-related issues and, if required, confidential counselling sessions.
- Training and development opportunities.
- Free fruit, tea, and coffee provided when in the office
- Social events for the team (when allowed).

Please see below for a full job description and person specification.

Recruitment process:

Thank you for your interest in this role. We would like to invite you to apply to work with us, by sending a cover letter (no more than a page) of why you are interested in working with OCA, highlighting your relevant experience and personal attributes as detailed in the person specification, together with a copy of your latest CV.

Please click on the following link to submit your application:

<https://charityjob.smoothrecruit.com/jobs/supporter-care-and-teams-administrator?Id=-M3yYwhf7EqmU9Rw3gV1PQ>

Please do also take a look at our website www.ovarian.org.uk for more details about who we are and what we do.

Our deadline for the role is noon/12.00pm on Wednesday 21st April. However, we may contact you sooner to discuss the role if you meet the requirements, so please send your application as soon as possible.

Our aim is to respond to each applicant, however, if you do not hear from us within 10 working days of the deadline, we will not be considering you for this role. If you have any questions please email jobs@ovarian.org.uk, quoting the job title in the email heading.

Job Description

Position:	Supporter Care and Teams Administrator (6 month contract)
Performance manager:	Head of Finance and Operations
Other main working relationships:	Chief Executive, Mass Giving Manager, Community & Challenge Events Manager, Data Manager, Fundraising Team
Direct stakeholders:	Fundraisers, Volunteers,
Contract type:	Full time. The role is for an initial 6 month period with the possibility for this to be extended.

Main purpose of the role: To provide excellent administrative and project support across the all the OCA colleagues, mainly the Fundraising Team, whilst ensuring that each of our supporters and others who are in contact with us receive an excellent level of supporter and customer care.

Scope of the role:

- Provide excellent administrative and project support to the Fundraising Team. (40%)
- Provide supporter care to individual fundraisers raising funds from challenge events, third party and in-memory activities. (20%)
- Provide administrative support to the wider charity team including the Chief Executive, Board members, Head of Finance and Operations, and the Communications and Charitable Activities teams. (40%)

Duties and key responsibilities:

Fundraising Team administrative support, data entry and financial recording

- Monitoring incoming emails, replying to queries and sign-posting to the appropriate staff member.
- Monitor and process incoming post; log incoming donations, send thank you letters; add to database.
- Assist with the administration of database queries and donations.
- Run income reports from third party platforms such as JustGiving.
- Code income and import income data on fundraising platforms.
- Keep accurate, relevant and up to date records on the database and set Team actions.
- Oversee web donation confirmations and email templates.
- Support the Fundraising and Communication Teams to deliver marketing plans and social media activity for our mass giving portfolio of events and products.

Supporter care

- Manage the 'on-boarding' of all new supporters – identify new supporters from a variety of third-party platforms, set them on an automated supporter journey or escalate to others on the Team.
- Write timely, personalised and sensitive thank you letters and emails.
- Make meaningful and impactful welcome, good luck and congratulations phone calls to supporters ensuring all our supporters feel appreciated, informed and supported.
- Deliver stewardship plans for mass giving events and products.
- Co-ordinate and send supporters' fundraising or awareness material.
- Proactively identify interesting supporter stories and sign-post them to our Communications Team for blogs and press releases.

All other team support

- Diary and meeting management for Chief Executive, Head of Finance and Operations, Head of Fundraising; Board members;

- Support the Corporate Sponsorship Manager with our new and exciting *Next Generation Women's Collective* project.
- Be the first point of contact with the charity. Managing Info@ inboxes, answering phone enquiries and managing the postal process.
- Responding to general enquiries to the charity, directly or via others in the team.
- Provide ad hoc administrative support to the team, including assisting with event management, guest list management and scheduling donor and staff meetings.
- Collaborating with Human Resources and IT Support for new joiner on-boarding and leaver process.
- Project support to Head of Finance and Operations, including review of internal processes.

Person Specification

Previous career experience

- Minimum 1 year experience of working in Fundraising or the Charity Sector in an administrative role (paid or voluntary)
- Delivering excellent and detail-orientated cross-functional administrative support.
- Providing supporter care or customer care and ability to communicate to a high-standard, particularly on the phone and via email.
- Closely following processes in order to deliver excellent customer journeys to optimize income potential.
- Experience of using third party platforms including JustGiving, Facebook, and Virgin Money Giving.
- Regular and confident use of a CRM database (ideally, previous experience of using Raiser's Edge) with experience optimizing its functionality to maximise efficiency and output.
- Handling large data sets, for example, pulling data from third party platforms and uploading to a database.

Skills and attributes

- Excellent attention to detail
- Excellent communication skills
- Ability to focus on impact and deliver outstanding results
- Excellent organisation, prioritisation and workload management
- Proactive in learning new skills and keeping up to date
- Good relationship building with both internal and external stakeholders
- Able to use initiative, taking full ownership of area of responsibility
- Ability to persevere and demonstrate resilience when working under pressure
- Experience using a CRM database
- Knowledge of third party fundraising platforms including JustGiving, Facebook and Virgin Money Giving

Attitude and personal qualities

- Enthusiastic and passionate about the aims of the charity
- Hard working and self-motivated
- Relishes a challenge
- Optimistic outlook, focusing on solutions as opposed to problems
- Energised by working as part of a high-performance and fast-moving team
- Brings a positive, friendly, calm, professional and helpful disposition to the team
- Adaptable and flexible work approach
- Flexible to the needs of the post e.g. may require working outside of normal working hours